IQCS Training Manual User Guide

MODULE 3: MANAGING RESPONDER DATA

OVERVIEW

Welcome to the Managing Responder Data module. In this module, we will discuss how responder data is managed within the Incident Qualifications and Certification System (IQCS). This includes how to search for current responders, how responders are added to IQCS, how IQCS interacts with the Resource Ordering and Status System (ROSS), transferring responders between organizations, updating responder information, and how to use groups.

IQCS users are not allowed to enter, edit or remove their own data on any pages, with the exception of experience records, in the IQCS application.

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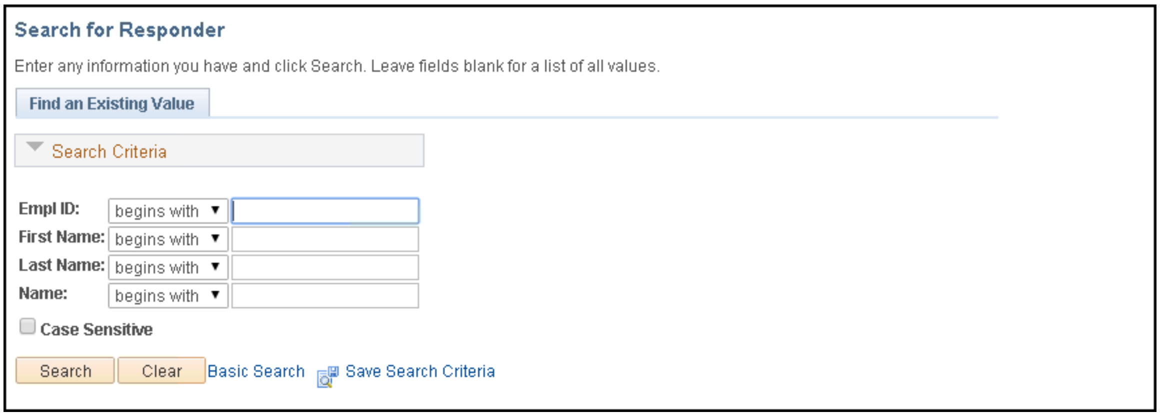
Search for Existing Responder Record

Your permission list, those organization codes requested on your account list, limits the responders that you can view in IQCS. However, any user can search for a responder in the application and see very basic information associated.

In order to manage a responder's information, you will first need to locate the responder's record and ensure that he or she exists in the IQCS database.



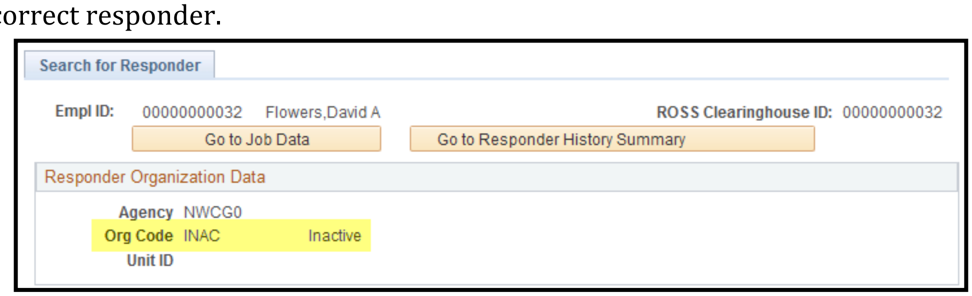
Instructions – Search for Responder

To search for a responder within IQCS, follow the steps listed below.

1. Navigate to the **Responder Administration > Search for Responder**.
2. Search for your intended responder using either the Employee ID (EmplID), First Name, Last Name, or Name (multiple criteria) fields.
    - NOTE: that the Search Results box will only display 300 results. If you receive too many results and cannot find your responder, try to refine your search by using more specific criteria such as EmplID.
3. Select your desired responder from the Search Results box.

Once you find the individual, you can view his or her record to find more information, such as the assigned training officer and account manager. If a phone number is listed, you can call to have the responder’s record transferred to INAC.

If the responder record is in the INAC organizational code, then the **Go to Job Data** and **Go to Responder History Summary** buttons will appear making it easier to transfer record or determine correct responder.



NEW RESPONDER RECORDS

When a responder is entered into IQCS for the first time, the account manager will establish a new record for that responder and the system-generated Responder Identification number (EmplID) becomes the unique number associated with that responder's record. The tables in IQCS are designed to maintain personal data such as name, address, and phone numbers. They also maintain job information history, such as organization and unit ID.

In IQCS, adding a responder is treated as a "new hire" of a new responder. Remember, IQCS is not the System of Record for personnel data, it is a training and qualifications program. The information entered here is used to track training, certification, and qualifications for incident responders and to perform analysis of the incident responder workforce.

There are three options for adding a responder record to the IQCS application.

1. Add Responder: Creates new responder record for qualification management.
2. Add Non-Employee: Creates new non-employee record for course session roster management.
3. Import IQS xml file: Creates new, or merge with existing, responder record for qualification management.

These are some noteworthy things to be aware of while you are adding new responders to IQCS:

- The system will automatically assign an EmplID to all new responder records.
- IQCS is not the system of record for the responder Dispatch Unit ID. There are only **two** times that ROSS will accept the Dispatch Unit ID from IQCS.
    1. When a new responder record is added to ROSS for the first time.
    2. When a responder record is transferred from INAC in IQCS and is being reestablished in ROSS.
- Do not save your data on this page until all required information is entered. If you select the Save button before completing all required fields, incomplete fields will turn red and the system will direct you to fill in the required information.

INSTRUCTIONS - ADDING NEW RESPONDERS

To add a new responder, follow the process below working through all tabs.

Navigate to **Responder Administration** > **Add Responder**.

<u>**Name History** tab (first tab).</u>

1. **Effective Date**. Confirm that the **Effective Date** is correct.
2. **Person Name**. Enter the responder's properly formatted legal name in the appropriate fields.
    - Do not use periods or commas.
    - Hyphens or apostrophes can be used, except as the first and last characters.
    - Invalid special characters will result in a rejection of the responder record during registration in the Resource Clearinghouse system.
    - Middle name is required, if there is no middle name select No from the drop down menu.
3. **Existing Responder Records**. The application will perform a query determine if any records in the application match the name of the responder you just entered.
    - If possible matches exist a list of possible matches will be returned.
        - ✓ Selecting the EmplID hyperlink will open an information page for that responder. If the responder is in INAC then two quick link buttons will appear.
        - ✓ **<u>Please</u> take the time to verify the responder record you are entering does not exist.**
        - ✓ If the responder record does not exist, select the **Return** button to continue.
    - If there are no possible matches, the system will notify of no similar records and you can select the **OK** button to continue.
4. Select next tab.

<u>**Address History** tab (second tab).</u>

5. **Address Type**. Select the **Address Type** of either **BUSN** (business) or **HOME** to indicate type of address entered.
    - <u>Only a business address will be sent to ROSS and displayed on the Unit Summary page and reports</u>.
6. **Effective Date**. Confirm that the **Effective Date** is correct.
7. **Status**. Accept the default of **Active** for **Status**.
8. **Address**. Select the **Edit Address** button.
    - Enter the responder's mailing address and select the **OK** button to return to the Address History page.
9. **Phone Type**. Select the **Phone Type** from the dropdown menu.
    - <u>Only a business phone will be sent to ROSS and displayed on the Unit Summary page and reports</u>.
10. **Telephone**. Enter the phone number.
    - If more than one phone number is entered, identify one as a **Primary**.

11. **Email Type**. Select the **Email Type** from the dropdown menu.
    - Only a business email will be sent to ROSS and displayed on the Unit Summary page and reports.
12. **Email Address**. Enter an email addresses.
    - If multiple email addresses are entered, identify one as a **Primary**.
13. Select next tab.

Work Location tab (fourth tab).

14. Confirm that the **Effective Date** is correct.
15. **Action/Reason**.
    - **Action** (first field). Accept the default of **Hire**.
    - **Reason** (second field). Enter the reason code **IQC**.
16. **Company**: Accept the default of **WCG**.
17. **Setid**: Enter or look up the **Setid** for the hiring agency.
18. **Organization Code**. Enter or look up the **Organization Code.**
19. **Org Entry Date**. Accept the default for **Org Entry Date** (this is optional) or change as needed.
20. **Unit ID:** Enter or select the correct **Unit ID**.
    - The look up will only return Unit ID(s) associated with the Organizational Code that was entered.
21. **Training Officer and Alternate Training Officer**. Look up and select a **Training Officer** This is required to utilize the nomination workflow process. **Alternate Training Officer** is optional**.**
22. **Admin Location:**
    - **SetID**. Accept **NWCG0**.
    - **Location**. Enter or look up the **Location**.
23. **Duty Station**:
    - **SetID**. Accept **NWCG0**.
    - **Location**. Enter or look up the **Location**.
24. **Dispatch Unit ID**. Enter or look up the **Dispatch Unit ID**.
    - This is required for ROSS for initial hiring and should be the Dispatch Unit ID of the center from which this individual is dispatched.
25. Select next tab.

Job Information tab (fifth tab).

26. **Empl Kind**. Select the **Empl Kind** from the values listed in the dropdown menu.
    - Required to send data to ROSS.
27. **Full/Part**. Identify whether the employee is Full Time or Part Time.
28. If entering a USFS responder hired for an IFPM-covered position then select next tab if not select the Save button.

IFPM Job Data tab (sixth tab). ONLY used by USFS to track FS-FPM positions.

29. **Position**. If the responder is hired for an IFPM-covered position, select the **Look Up** icon to select the responder's IFPM position.

30. **Job Task**. Select the appropriate **Job Task**.
31. Select save.
32. **Save**. Select the **Save** button.
    - A new **Empl ID** will be automatically assigned to the responder.
    - **ROSS Clearinghouse ID (CH ID)**. The system will ask if you would like to register the responder for a ROSS Clearinghouse ID which is **required to send qualifications to ROSS**.
        - If you select yes and CH ID is not issued within an hour to the new responder record, check your ROSS messages (Responder Administration > **Review ROSS Response Messages**) as ROSS may have identified a duplicate record in the ROSS Clearinghouse.

Instructions - Adding Non-Employees

Just as with adding a new responder, you need to be careful not to save anything until all of the required information has been added. This function is to add non-employees to enable student rostering during training. **Non-employee records are never sent to ROSS.**

To add a new record for a non-employee, follow the process below.
Navigate to **Responder Administration** > **Add Non-Employee**.

<u>**Name History** tab (first tab).</u>

1. **Effective Date**. Confirm that the **Effective Date** is correct.
2. **Person Name**. Enter the responder's properly formatted legal name in the appropriate fields.
    - Do not use periods or commas.
    - Hyphens or apostrophes can be used, except as the first and last characters.
3. **Existing Responder Records**. The application will perform a query determine if any records in the application match the name of the responder you just entered.
    - If possible matches exist a list of possible matches will be returned.
        - ✓ Selecting the EmplID hyperlink will open an information page for that responder. If the responder is in INAC then two quick link buttons will appear.
        - ✓ **<u>Please</u> take the time to verify the responder record you are entering does not exist.**
        - ✓ If the responder record does not exist, select the **Return** button to continue.
    - If there are no possible matches, the system will notify of no similar records and you can select the **OK** button to continue.
4. Select next tab.

<u>**Address History** tab (second tab).</u>

5. **Address Type**. Select the **Address Type** of either **BUSN** (business) or **HOME** to indicate type of address entered.
    - <u>Only a business address will be displayed on reports.</u>
6. **Effective Date**. Confirm that the **Effective Date** is correct.
7. **Status**. Accept the default of **Active** for **Status**.
8. **Address**. Select the **Edit Address** button.
    - Enter the responder's mailing address and select the **OK** button to return to the Address History page.
9. **Phone Type**. Select the **Phone Type** from the dropdown menu.
    - <u>Only a business phone will be displayed on reports.</u>
10. **Telephone**. Enter the phone number.
    - If more than one phone number is entered, identify one as a **Primary**.
11. **Email Type**. Select the **Email Type** from the dropdown menu.
    - <u>Only a business email will be displayed on reports</u>.
12. **Email Address**. Enter an email addresses.

- If multiple email addresses are entered, identify one as a **Primary**.

13. Select next tab.

<u>**Non-EE Job Data** tab (third tab).</u>

1. Confirm that the **Effective Date** is correct.
2. **Action/Reason**.
   - **Action** (first field). Accept the default of **Add Non-Employee**.
   - **Reason** (second field). Select appropriate **Reason**.
3. **Company**. Accept the default of **WCG**.
4. **Setid**. Enter **ST000** for all non-employees.
5. **Org Code**. Enter or look up the **Organization ID** according to the state/local organization represented.
6. **Unit ID**. The **Unit ID** field is optional for non-employees.
7. **Training Officer.** Leave blank for a non-employee.
8. **Position.** Select appropriate position.
9. **Admin Location:**
   - **SetID**. Accept **NWCG0**.
   - **Location**. Enter or look up the **Location**.
10. **Save**. Select the Save button.

IQS File Import into IQCS

Data from personnel who are tracked by a state's Incident Qualification System (IQS) can be imported directly into the IQCS application. In order to import the responders IQS record into IQCS, the account manager must request and be provided the encrypted XML IQS transfer file from the respective IQS state manager. IQS state managers can be found at the IQS website http://www.vdatasys.com.

The correct file will be auto named from when the responder is transferred out of IQS and **must** look like **IQSwebTransfer_01_16_2016_14-24-46.xml** with the only difference being the date and time (the numbers). Newer versions of IQS produce a compressed (zipped) file that contains both the XML document and any attachments that have been saved to the record. If you receive (via email, thumb drive, etc.) a compressed file from an IQS manager, the XML document must be extracted before importing into IQCS. The XML document is what you will import.

The process of loading an IQS file in to the IQCS application is in three sections:

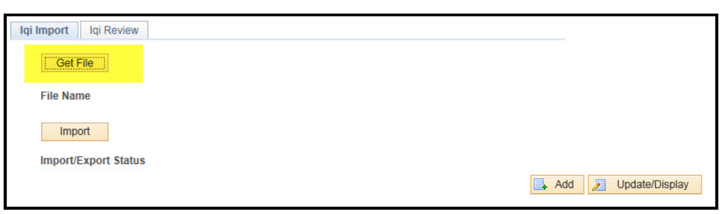
1. Upload the XML file.
2. Import data to an existing or new responder record.
3. Remove data that was not imported.

   Once the XML file has been successfully uploaded to the application and the data staged to tables, the account manager can then select which data records to bring into IQCS. If the IQS responder does not come with an IQCS EmplID, any responders with possible matches will be displayed. You can choose to merge newly imported data with an existing IQCS record or create a new responder record. The uploaded file will be staged for 30 days before being removed.

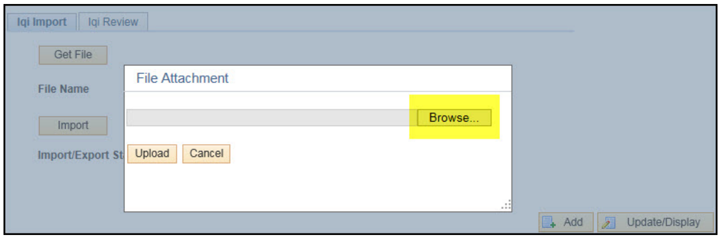
For step by step instructions for file import, please following the instructions below.

Instructions – IQS File Import

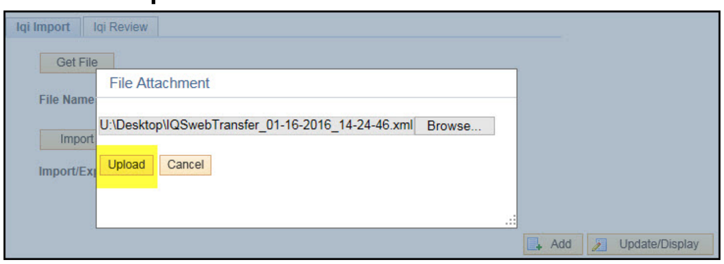
1. Navigate to **Responder Administration** > **IQI Import/Export** > **IQI File Import and Review**.
2. Select the **Add a New Value** tab to initiate a new file upload.
3. Select the **Add** button.
4. On the **IQI Import** tab, select the **Get File** button.



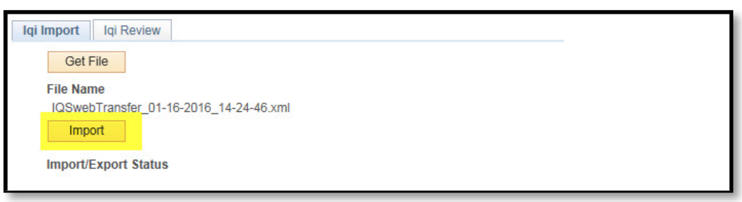
5. Find and select the **XML document** for import. Must be an XML document, no other file type (zip, pdf, jpeg, etc.) will load.
    - If the file is in compressed (zipped) format, the XML document must be extracted for upload.



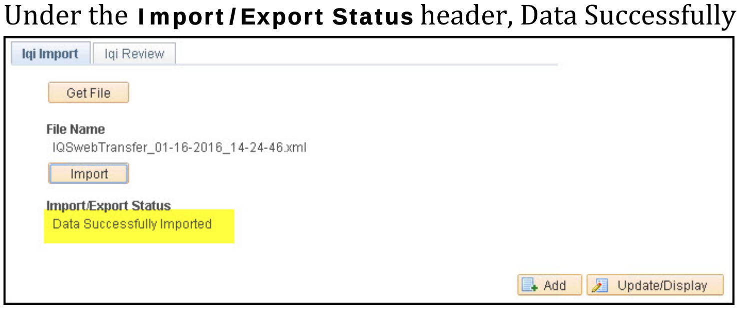
6. Once you have selected the XML document, the file name will appear in the File Attachment window.
7. Select the **Upload** button.



8. The document will be displayed under the File Name header.
9. Select the **Import** button to bring the data into IQCS staging tables.

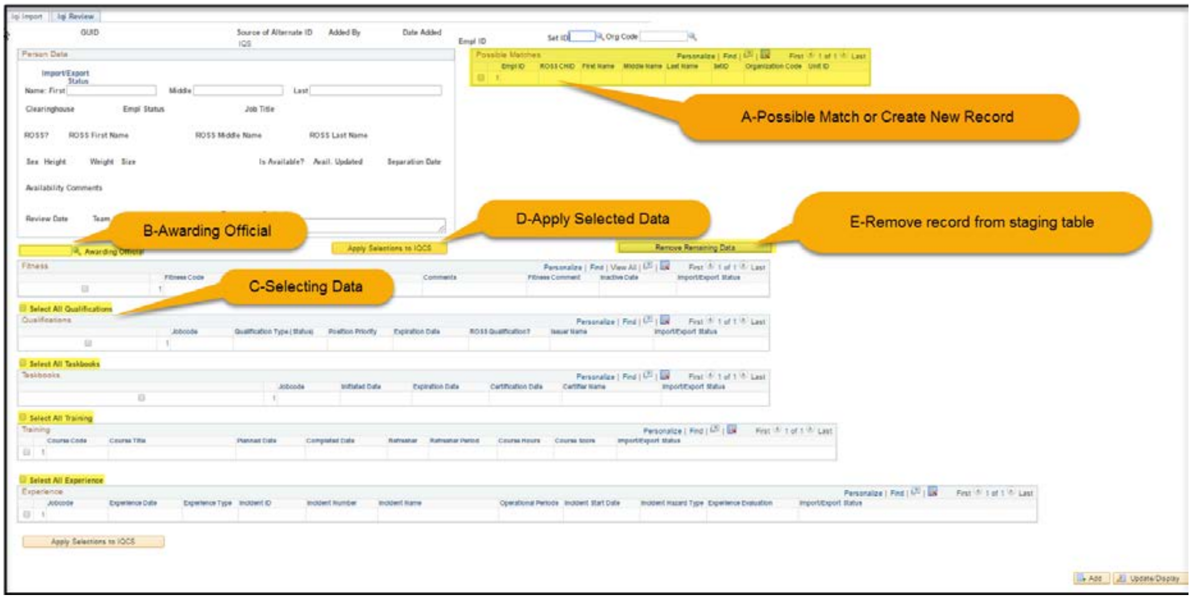


10. Under the **Import/Export Status** header, Data Successfully Imported should be displayed.



11. Upon completion of above steps, select the **Update/Display** button to return to the **Search** page.
12. Select the **Search** button to show the entire list of staged responders.
13. Select the responder you want to review and save to IQCS.

14. The imported responder data is displayed.



15. **Possible Match or Create New Record (Item A).**
    - **Possible Match**. If there are responders in IQCS that have a similar name, they will be listed in the grid labeled **Possible Matches**. If one of the possible matches is the same responder, select the check box next to that responder to import data to that responders record.
    - **Create New Record**. To create a new responder record, do not select any possible match records. You can enter a **Set ID** and **Org ID** for the new record to have the responder record placed directly into the organization. However, if you do not identify a **Set ID** and **Org ID** for the new record, the responder record will be placed into **INAC** and can be transferred in to a valid Org ID later.
16. **Awarding Official** (**Item B).** It is required to identify an Awarding Official. This identified person will be displayed as part of the justification on the responder's Competencies page.
17. **Selecting Data** (**Item C).** Review the responder data in the Fitness, Qualifications, Task books and Experience sections. Use the check boxes (select all or individual) to select which will be saved in IQCS.
    - Select the Fitness entry, even if there only value is 'N'.
    - If the import file has a large amount of rows and you may receive timeout errors, try checking a section at a time. If the section is large, import 10-15 rows at a time.
18. **Apply Selections to IQCS-**(**Item D).** Select the **Apply Selections to IQCS** button at either the top or bottom of the screen to apply the selected records.
19. An import status for each record will be displayed.
20. **Remove Remaining Data (Item E)**. Any data that did not import, either by choice or data that could not be imported, can be removed so that the record no longer exists in the staging table by select the **Remove Remaining Data** button.
21. Select the **Return to Search** button.

TRANSFERRING RESPONDER RECORDS

A responder is transferred from one organization to another (including INAC) by changing the Organization Code on the responder's Job Data page. Once account managers change the Organization Code to one outside their permissions, with the exception of INAC, they will no longer have access to that account.

If you have a responder who has left your organization or is no longer actively participating as an incident responder, you may want to transfer their record to INAC (inactive). Transfer to INAC will remove the record from your management in IQCS, remove the record from ROSS and will make it available for another account manager, or another qualification system, to manage if necessary.

When transferring a record, it is important to keep the following in mind.

- A record transfer will always remove the certifying official, training officer and alternate training officer.
- Transferring a record directly to another agency organization code will:
    - Not facilitate a dispatch transfer in ROSS. To facilitate a dispatch transfer in ROSS, the record must be first transferred to INAC.
- Transfer to NWCG0 INAC will:
    - Remove responder record from ROSS.
    - Remove IQCS as the system of record in the ROSS Clearinghouse freeing the record to be managed by another qualification system such as IQS.
    - Allow other account managers access to the record to transfer into their organization.
- Transferring from NWCG0 INAC to an agency organization will:
    - Add the responder back into ROSS at their new dispatch center once their qualifications are certified and identified as 'Send to ROSS' on the responder's Incident Qualification Card page.
- Do not transfer a responder record to ST000 but instead transfer to INAC.

Instructions – Transferring a Responder Record

Follow the process below to transfer a responder record to another organization (including INAC),

1. Navigate to **Responder Administration** > **Job Data**.
2. Search and select responder.
3. Click the + button in the top right corner of the **Work Location** page.
4. **Effective Date**: Confirm the date is correct.
5. **Action:** Select **Transfer** from the dropdown menu.
6. **Reason:** Select appropriate code from the lookup.
7. **Setid**: Enter or look up the **SetID** for the new agency.
    - If transferring to INAC, enter NWCG0.
    - Do not transfer a record to ST000, instead set to INAC.
8. **Organization Code**: Enter or look up the **Organization Code** to transfer the record to.
    - If transferring to INAC, enter INAC.
9. **Unit ID:** Enter or select the correct **Unit ID**. The look up will only return Unit ID(s) associated with the Organizational Code that was entered.
10. **Training Officer**: Enter or search for the **Training Officer**.
11. **Alternate Training Officer**: Enter or search for the **Alternate Training Officer**.
12. **Admin Location:**
    - Accept **NWCG0** as the **SetID** for the location code.
    - Enter or look up the **Admin Location Code**.
    - If record was set to INAC, then Location will default to INACTIVE.
13. **Duty Station**:
    - Accept **NWCG0** as the **SetID** for the location code.
    - Enter or look up the **Admin Location Code**.
    - If record was set to INAC, then Location will default to INACTIVE.
14. **Dispatch Unit ID:** Enter or look up the **Dispatch Unit ID**.
    - This will only facilitate a change in ROSS if the record is being transferred from INAC.
15. Select the **Save** button.

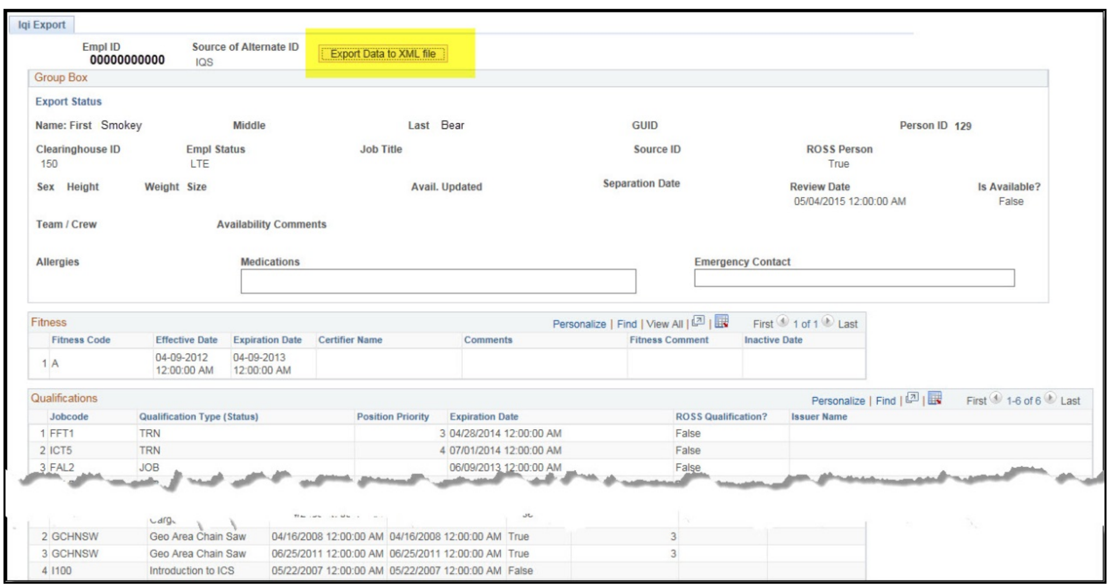
EXPORT AN IQCS FILE FOR IQS IMPORT

A responder's IQCS record can be exported and provided to an Incident Qualification System (IQS) manager for upload to the IQS application when the individual transfers to an organization utilizing IQS for qualification management. **Only IQCS responder records in the INAC (inactive) organization code can exported to a XML document**.

If the responder's record has been imported in to IQCS from an IQS XML document, any data fields that were not available for display in the IQCS application will be included in the export XML document. After the export file is created, it will be emailed to the IQCS user who is executing the export function and the archived IQS data will be deleted.

INSTRUCTIONS –EXPORT AN IQCS FILE

1. Before beginning the export process, confirm that the responder record has been transferred to the INAC organizational cade. **Only responder records in INAC can be exported.**
2. Navigate to **Responder Administration** > **IQI Import/Export** > **IQI Export.**
3. Search and select responder.
4. The responder data is displayed.
5. If you cannot find the responder for export, use the Search for Responder page to confirm that their IQCS record is in INAC.



6. Select the **Export to XML File** button.
7. The encrypted XML file is created and emailed to the IQCS user. The export status shows the file name and email address.
   - The email will be from nifchelp@blm.gov with the subject **File Export**.
8. The XML file can be provided to the requesting IQS manager via email, USB flash drive or other electronic media.
9. **Select Return to Search** button.

UPDATING RESPONDER INFORMATION

It is important to keep a responder's record current. Any time a responder's job or personal data changes, it should be updated in IQCS. Data such as location, supervisor, and organization/unit is used with the training functionality of IQCS. Workforce analytics will also use personal and job data.

Job data includes:

- ✓ Organization
- ✓ Unit/subunit, location
- ✓ Training Officer

Personal information includes:

- ✓ Name
- ✓ Address
- ✓ Phone
- ✓ E-mail

INSTRUCTIONS - UPDATING JOB DATA

Typically, you will update the job data of a responder once he or she is transferred to a unit you oversee. The process for updating job data is as follows:

1. Navigate to **Responder Administration > Job Data**.
2. Select the **Job Information** tab.
3. Select the appropriate **Empl Kind** value.
4. Set whether the responder is a full-time or part-time employee.
5. Select the **Save** button.

Instructions - Updating Personal Information

When updating information in IQCS, select the + button to add a new row to the record. This maintains historical data. When adding a new row, all the data from the previous page will be copied from the previous record and editable. The easiest way to verify you are in a new record is by the effective date (which will be today's date). Keep this in mind while reviewing the process for updating personal information.

Navigate to **Responder Administration > Update Personal Information**.

Search and select responder.

Name History tab (first tab).

1. Select the + button to update information on the Name bar when the responder's name has changed. Use of the **Correct History** button should be limited to correcting errors only.
2. Add the middle name or change the drop down button to No for no middle name.

Note: Changing a responders name while they are INAC will result in a rejection message when an attempt is made to re-establish the connection to the ROSS Clearinghouse.

1. Transfer the responder into your organization.
2. Send qualifications to ROSS (thus ensuring the connection to the application is established).
3. Update their name.

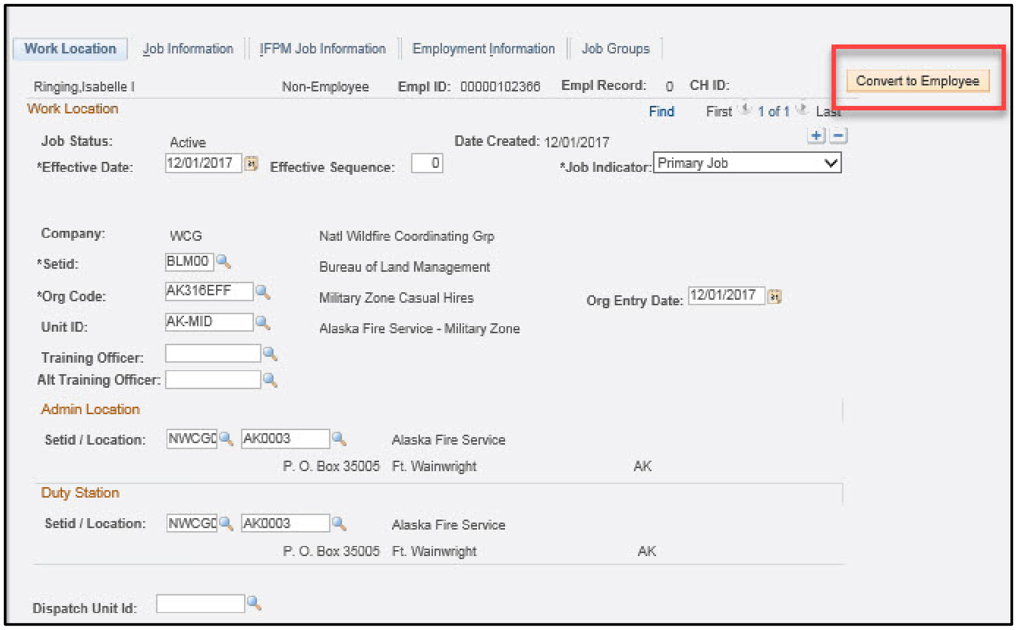
Address History tab (second tab).

Update the information on the Address History tab when the responder's address information has changed.

3. Select the + button in the Address Type box to add a new type of address ("HOME," "BUSN," "MAIL," etc.).
4. Select the + button in the Address History box to add a new row for that type of address.
5. A new effective date row will appear in the header bar. "1 of 2" will be followed by the highlighted arrow pointing to the right. The Last link will also be highlighted.
6. **Effective Date**. Accept the default unless there is a different effective date.
7. **Status**. Accept the **default** of "Active".
8. Select the **Edit Address** button and enter or edit the address.
9. Select the **OK** button.
10. Update phone and e-mail information as needed.
11. Select the **Save** button at the bottom of the page.

CONVERTING NON-EMPLOYEES TO EMPLOYEES

After a non-employee has been added, it may be necessary to convert that record from non-employee to employee. For example, that person could transfer to a federal agency or the record might have been entered in error. This conversion can be done without the assistance of the IQCS Help Desk.



INSTRUCTIONS – CONVERTING NON-EMPLOYEES TO EMPLOYEES

Responders with an employment code of “Casual” and entered as a Non-employee are considered as employees during the time of deployment and should be converted to employee.

Navigate to **Responder Administration > Job Data**.

1. Search and select non-employee.
2. Select the **Convert to Employee** button.
3. Confirmation of the action is displayed.
4. Fill in each of the fields that were not previously required for a non-employee, such as **Work Location**, **Job Information**, etc.
5. Select the **Save** button.

IQCS, ROSS Clearinghouse and ROSS

ROSS Clearinghouse

The ROSS Clearinghouse (CH) is a database implemented with the IQCS-ROSS interface. The CH coordinates between IQCS, ROSS and the non-federal qualification system, IQS, to track basic responder information by noting which system first entered and registered the record. It also tracks which system is the current owner of the record. The most current owner of the record is called the System of Record.

The System of Record is significant because, as the owner of the record, that system is able to update the information about that record. For every record for which IQCS is the System of Record, a Clearinghouse ID is displayed.

The CH ID is assigned by the CH and sent back to IQCS. It is used as the common identifying number between ROSS and IQCS. With the CH ID assigned to the responder and position qualifications identified in IQCS, the only additional IQCS information required to send responder qualifications to ROSS is the Employee Kind (Empl Kind).

Clearinghouse ID

The Clearinghouse ensures that each record is unique, based on three required data elements:

- Name
- Unit ID
- Dispatch Unit ID

Once this information is established for a responder's record, the CH issues a unique Clearinghouse ID (CH ID), which is permanently attached to that record.

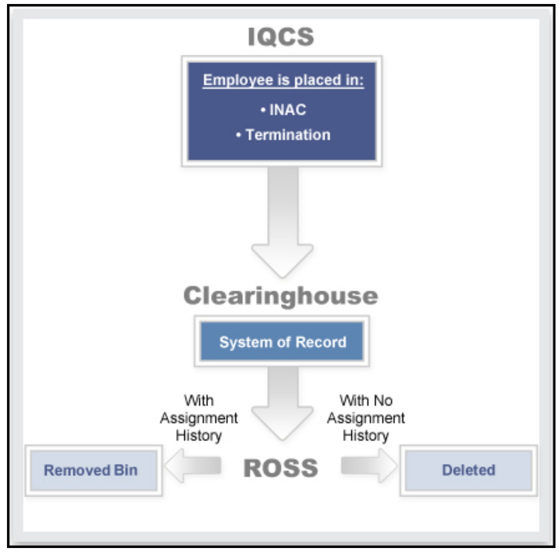
The CH ID is displayed next to EmplID on the Work Location tab of the Job Data screen, on the Name History tab of the Update Personal Information page, and below EmplID on the Qualifications page. Each responder who is newly "hired" into IQCS with the required data may request a CH ID. If a possible duplicate record is found at the Clearinghouse, the Clearinghouse Data Steward will require manual verification. Without the CH ID, qualifications cannot be sent to ROSS.

All responders who are inactive and do not have a CH ID may receive a CH ID when transferred to an active organization. To assist account managers in managing this process navigate to the Review ROSS Response Messages under the Responder Administration Menu. This page will display replies sent from the CH and from ROSS in response to actions taken by the account manager.

If a Responder is assigned to an organization and does not have a CH ID, a save on the Job Data page will generate a message stating, "Employee has not been registered in the Clearinghouse. Do you want them registered now?" Choose yes, if you would like a CH ID.

RESPONDER RECORD CHANGES AND ROSS

Every action that results in a message sent to ROSS is documented on a responder's file in ROSS. The message includes the action taken, IQCS username, System Name (IQCS), Contact Information, and Date/Time.



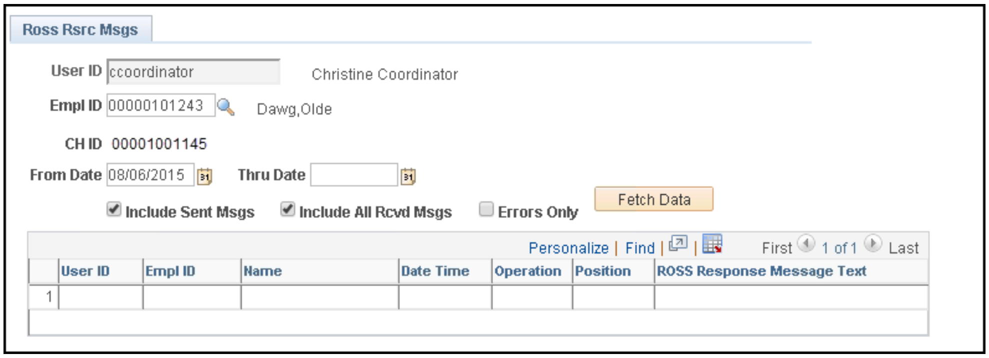
When a responder is transferred to INAC on the Job Data page, several changes are made on the Qual Card page. The Send to ROSS and Certify boxes are unchecked and the Certifying Official EmplID is removed. This allows time for the receiving account manager and new Certifying Official to recertify the card before the position becomes available in ROSS. This sends a DEL_RSCR message to ROSS and removes the responder from the Resource Item screen in ROSS.

Deselecting the Send to ROSS box on the Qualification Card page and clicking SAVE will send a DEL_QUAL message to ROSS and the position will be removed from the responder's list of qualifications in ROSS. ROSS notes the action and the user ID on the documentation page. To reduce the volume of messages posted on this page, only the negative responses are displayed.

When a responder who has a Resource Clearinghouse ID is transferred to INAC the Clearinghouse becomes the System of Record. While the CH is the System of Record for a responder, the record can be claimed by IQCS, IQS or ROSS. This means that any of the applications can add qualifications in ROSS for the responder.

ROSS RESPONSE MESSAGES

The account manager must closely monitor the Review ROSS Response Messages page. For each message, e.g. change in a qualification or a change in job location, IQCS will send a message. For each message, we will expect a response back from ROSS. An error on this page means there is a negative response from ROSS or the CH and will require further action by the account manager.



ROSS will not accept the status change of a position while a responder is dispatched or prepositioned in that position. ROSS will reject the change message until the responder is released from the assignment. To lessen the impact on the account manager, IQCS will recycle the original message each night in a batch until ROSS status is available.

ROSS will also reject all IQCS messages if the sending dispatch center has transferred the responder in ROSS but the receiving dispatch center not completed the transfer by entering in a provider. Although IQCS will recycle the message each night until the transfer is complete, the new account manager can also notify the dispatch center of the new provider and ask that the transfer be completed.

IFPM Job Information – USFS Responders

Interagency Fire Program Management (IFPM) Standard began official implementation October 1, 2004, to enforce more stringent, uniform qualification standards for 13 key fire management positions to ensure fire fighter safety. The IFPM subcommittee is now chartered as the Fire Program Management Qualification Subcommittee (FPQS). The purpose of the FPQS Subcommittee is to develop, maintain, and implement Fire Program Management Qualifications Standards.

In 2008, the US Forest Service (USFS) implemented Forest Service Fire Program Management Standard (FS-FPM) as an agency addendum to IFPM for positions that are unique to the Forest Service's four-tier structure. For additional information regarding FS-FPM, see: http://www.fs.fed.us/fire/management/ifpm/index.html.

As of October 1, 2010, the minimum qualification standards (MQS) contained in the IFPM is in effect. All applicants for IFPM positions after this date must possess the MQS as selective placement factors in order to be eligible. A section of the Responder Master Record (C028) report includes the IFPM Employee Application Report that is used by HR when determining if an application meets IFPM selective factors.

As of 2015, the USFS is the only agency that utilizes the IFPM processing in IQCS to tract FS000 responders in FS-FPM positions. IFPM was fully implemented for the DOI fire agencies, and as a result, the BLM, BIA, FWS and NPS are no longer using the IFPM Job Information tab on the responders Job Data page to track IFPM responders.

The following will describe how to add, change or remove a FPM position to a USFS responder record.

NOTE: You must have the IFPM role to see the tab once the responder record has been created.

Instructions - Add a FS-FPM Position to a USFS responder

1. At the responder's Job Data page select the IFPM Job Information tab.
2. Select the search icon next to the Position field to open the look up page.
3. To separate out the FS-FPM positions use one of the following options.
    - Check the FS-FPM Position? box and click the Look UP button
    - Click on the FS-FPM Position header to sort all positions.
4. Choose a FS-FPM Position.
5. Click on the search icon next to the Job Task field and select from the values that are displayed for that position complexity on your unit.
    - It will either be 'H', 'M' or 'L' or 'Professional' or 'Technical'.
6. Select the **Save** button.

Instructions - Change a USFS responder from IFPM to FS-FPM

1. At the responder's Job Data page select the IFPM Job Information tab.
2. Click on the Plus button to add a new row.
3. Click on the search icon next to the Position field.
4. To separate out the FS-FPM positions use one of the following options
    a. Check the FS-FPM Position? box and click the Look Up button
    b. Click on the FS-FPM Position? header to sort all positions.
5. Choose a FS-FPM Position.
6. Click on the search icon next to the Job Task field. This code will default to the original IFPM code and must be changed to an FS-FPM Job Task code.
7. Select the **Save** button.

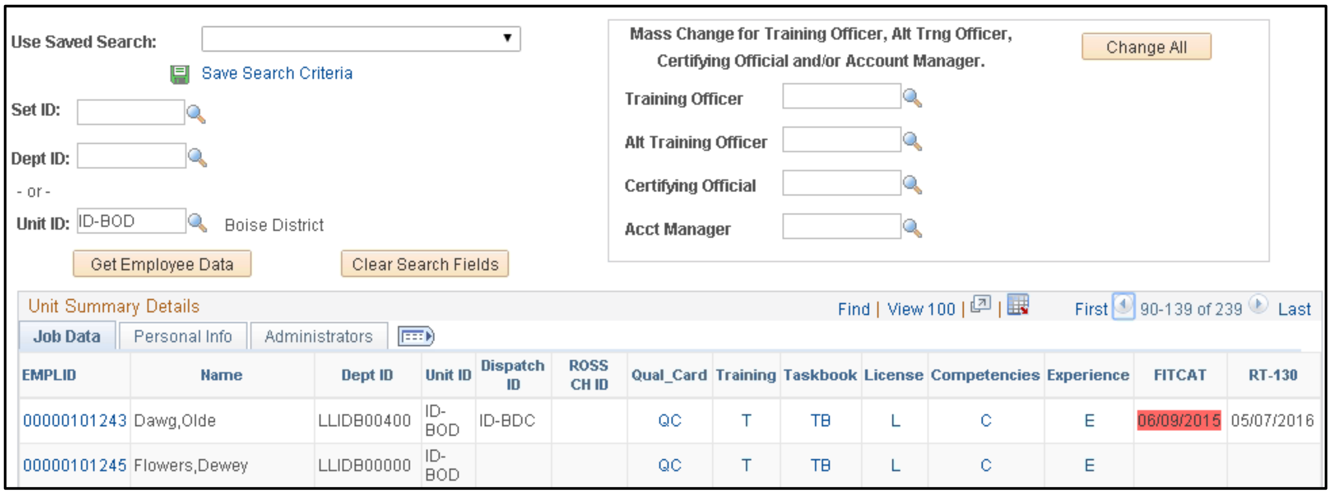
Instructions - Remove a FS-FPM Position from a USFS Responder

1. At the responder's Job Data page, select the IFPM Job Information tab.
2. Click on the Plus button to add a new row.
3. Click on the search icon next to the Position field.
4. Choose XIFPM Non IFPM Position
5. Click on the search icon next to the Job Task field.
    - This code will default and must be changed to the Non–IFPM code.
6. Select the **Save** button.

Unit Summary

The Unit Summary page is designed to allow users a quick and convenient method of viewing, adding or correcting responder data. This page allow users to view, or have one-click access, to responder data. Access to responders is controlled by roles and permissions.

Mass changes to identified Training Officer, Alternate Training Officer, and Certifying Official is available. However, the ability to make changes to other responder data records from this page is not available. Changes made directly at this page leave no historical record for the responder. Those changes need to be made at the pages where that data is held in order to capture historical data; the hyperlinks identified in Table 1will assist you in navigating to those locations more efficiently.



Navigate to **Responder Administration** > **Unit Summary**.

Hyperlinks

In an effort to make the Unit Summary page function as a work center, hyperlinks will connect users to a specific responder's data source page. Hyperlinks have been added on the Job Data and Personal Info tabs. When a hyperlink is selected a new browser tab will open displaying the corresponding page for the responder. If a change is made to data that is displayed at the Unit Summary page, the users must select the Load Responder Data button again to refresh the page and display the change. For example, a name change performed via the hyperlink at the responders Update Personal Information page will not be reflected on the Unit Summary page until the page is refreshed.

Hyperlink	Unit Summary Tab(s)	Responder Data Page
EmplID	Job Data, Personal Info, Administrators	Job Data
QC	Job Data	Incident Qual Card
T	Job Data	Training
TB	Job Data	Taskbook
L	Job Data	License and Certificate

C	Job Data	Competencies
E	Job Data	Experience
P	Personal Info	Update Personal Information

Table 1

Save Searches

Throughout the application, there is the ability to save search criteria thus eliminating the need to re-enter the same information repeatedly. The same functionality is available on the Unit Summary page.

You can create a new, or use an existing saved search. Save as many as you need and/or delete the ones no longer used.

Tabs and Columns

Below is an overview of the new structure and layout of the tabs on the Unit Summary page.

Job Data tab

This contains an overview of each responder in the selected organization code. Hyperlinks are available to edit responder data. Table 1 provides an overview of each of the hyperlinks. The FITCAT and RT-130 columns display the competency expiration dates for each responder. This display of information is modeled after Incident Qual Card page and the data is pulled from the responder's Competencies page.

Expired competency = date highlighted in red
Current competency = date no highlight
No competency = blank field

Personal Info tab

The Persona Info tab provides a quick glance at the information that comes from the responders Update Personal Information page. The last column contains the hyperlink to open the responder's Update Personal Information page in a new browser tab.

Administrators tab

The Administrators tab provides a user the ability to see all the IQCS administrators for responders at one location prior to making changes. However, a user will not be able to change his or her own administrator data on the Unit Summary page via an individual change or a mass change.

The persons identified on the Administrators tab can be edited in the Unit Summary page; this change will update where data is displayed (i.e. Certifying Official at the responder's Incident Qual Card page). The Mass Change functionality option works great to update/change an entire organization. However, an administrator changed via this functionality has no historical information retained in the system. Additionally, an Account Manager is only entered, and maintained, at the Job Summary page but this information is displayed on the Search for Responder page to provide a point of contact for the responder record that could be useful during a transfer.

Please keep in mind where the administrator data is coming from.

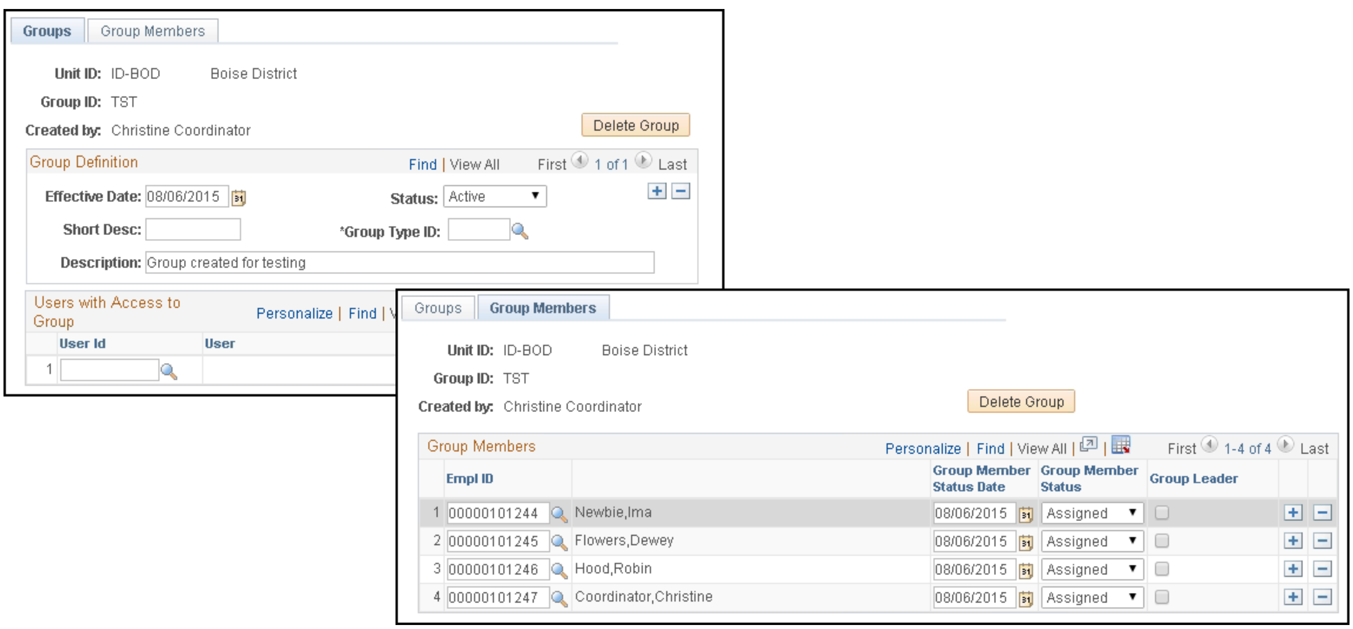
Administrator	**Source Page**
Training Officer	Responder’s Job Data page
Alternate Training Officer	Responder’s Job Data page
Certifying Official	Responder’s Incident Qual Card page
Account Manager	**Entered at the Unit Summary page for reference, not pulled from another page**

Table 2

GROUPS

Each organization can define Groups to enroll a group of responders in a course session or document experience on an incident more efficiently than for each responder individually.

Groups defined in IQCS will not transfer to ROSS. Defining a group does not define a search.



INSTRUCTIONS - CREATING A GROUP

To create a group, follow the process below.

Navigate to **Responder Administration** > **Groups**.

1. Select the **Add a New Value** tab.

2. **Unit ID**. Enter or search for the unit id for the new group you are defining.
3. **Group ID**. Enter the **group id** for the group you are defining. This should be a short, easy-to-remember code, up to six characters long.
4. **Effective Date**. Confirm the effective date.
5. **Status**. Confirm the **status** in the drop down menu. It will default to **Active**.
6. Enter a **Short Description** (10 characters max) for the group.
7. **Group Type ID**. Enter or look up the appropriate group type ID from the Group Type table.
8. **Description**. Enter a name or description for the group (60-character limit).
9. If necessary, select the users with access to the group. Remember that you use User ID and not EmplID.
10. Select the **Save** button.

Instructions - Adding Members

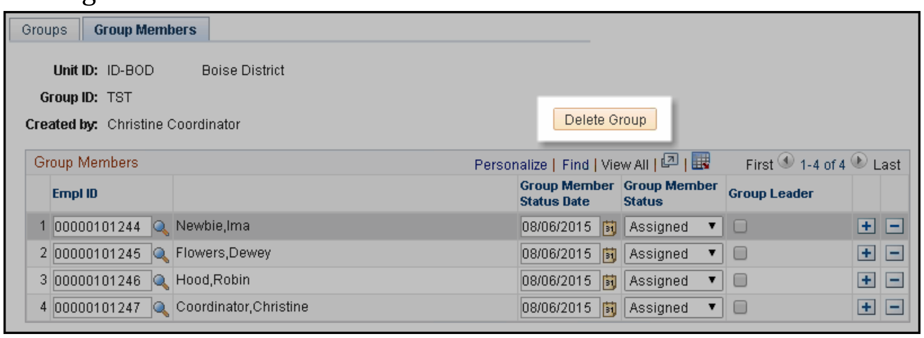
To add, or edit, members to a group, follow the process below.

Navigate to **Responder Administration > Groups**.

1. **Search** for and select the group you want to add members to. Search by Unit ID.
2. Select the **Group Members** tab.
3. Group members can be loaded individually or by Org Code.
   - **Individually**.
     - **EmplID**. If the responder's EmplID is known, then enter it in a blank EmplID field and tab out for responder name to load.
     - **Look up**. Use the **Look Up** feature to find and select a responder.
   - **Load by Organization Code.**
     - To load an entire organization enter, or look up, the Org Code in the Org Code field (located above the Group Members grid on the left side). Select **Load Responders** to populate Group Members list.
     - If responder is already in the list they will not be added again.
4. **Group Member Status Date.** Confirm that the **Status Date** is correct.
5. **Group Member Status.** Confirm that the **Group Member Status** is correct.
6. **Group Leader**. If this member is a group leader, mark the **Group Leader** check box.
7. Click the **+** button to add additional responders to this group.
8. Repeat steps 1–6 for each additional responder that needs to be added to the group.
9. Select the **Save** button.

Instructions - Removing a Group

IQCS functionality at the Group page allows the creator of a group or assigned with access to this group the ability to manage a list of Groups. This functionality also includes that ability to remove a group that is no longer relevant.

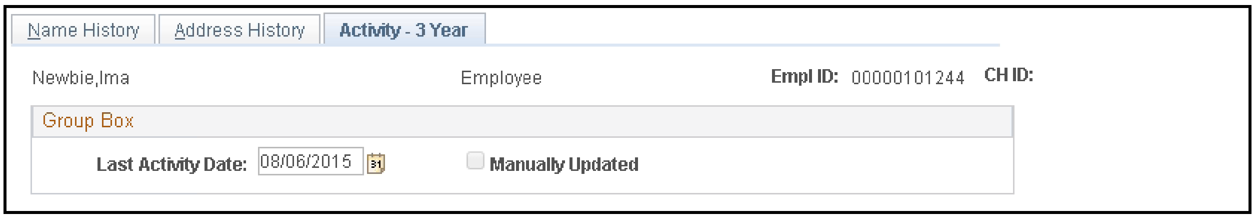


1. Select the group you wish to delete.
2. By clicking on the **Delete Group** button, the user will remove the Group from IQCS.
3. After clicking on the button, a warning window will open to ask the user to verify the requested action.
4. The deletion is executed by clicking on the **SAVE** button.
5. If you decide not to delete the group after clicking the Delete Group button, click on the **Return to Search** button and select **Cancel** to continue.

RECORD ACTIVITY

IQCS uses a Last Activity Date field in IQCS to track how often activity is performed on a responder's account. This field is updated with the current date whenever any activity occurs on the responder's account.

However, if there is no activity on a responder's account, the Last Activity Date field is never updated. After 3 years, IQCS will identify responders who have not had activity on their account and automatically place the account in INAC. If no activity is performed on an account in 5 years, IQCS will archive data for responders using the government standards of records management. Responders will still be available when performing searches and can be restored from INAC status to Active Org status in the event they become active again. This status will not show up on reports and the responders' records will not go to ROSS for dispatching while they are in INAC.



Navigate to **Responder Administration** > **Update Personal Information**.

INCLUDE HISTORY BUTTON

The Job Data screen is a key component of IQCS. The functionality here is somewhat different from other components in IQCS. When you add a new row of data in the Job Data component, the bar will show 1 of 2.

After you save your new information and leave the Job Data page, the next time you return to that responder's Job Data screen, the bar will say 1 of 1. The historic record is still there, but to see the historic data, you must select the **Include History** button.